Privacy Manager® User Guide

Privacy Manager

Welcome to Privacy Manager® from AT&T, for business customers with Caller ID who wish to protect their privacy and increase productivity. Together, Privacy Manager and Caller ID identify incoming calls. Privacy Manager allows you to accept important business calls and screen calls from unidentified callers, including telemarketers and other unknown callers. The service intercepts all calls without an incoming telephone number. (These calls may be marked "private," "blocked," "out of area" or "unavailable.") Privacy Manager requires unidentified parties to record their names before their calls are connected. If you answer the call, you will be able to hear the recorded name without the caller knowing that you answered. You will hear the caller's name and have the option to accept, reject or send a generic telemarketer's "rejection" message to the caller. Add this service to as many of your business lines as you choose. Privacy Manager is now even more powerful with the addition of the new personal identification number (PIN) enhancement. This new feature of the exclusive Privacy Manager from AT&T lets you supply selected callers with a PIN code to bypass Privacy Manager and reach you directly. There are no additional charges to use this enhancement. With the new PIN enhancement, you can receive calls from business associates calling from cellular phones or pay phones, while continuing to avoid telemarketers and other unwanted callers. This service is already on your Privacy Manager line – all you need to do is establish your PIN and share the number with the callers that you want to hear from. You'll find simple instructions for establishing your PIN on page 9. This enhancement to Privacy Manager is just another way we are working to make you more productive and your business more successful. Please call us anytime – we're constantly developing and improving products and services to fill your messaging needs.

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Using Privacy Manager

When your business phone rings with Privacy Manager, your Caller ID screen will show that the call is from "Privacy Manager." You then know that the call is from an unidentified party who chose to record his or her name rather than an existing client, customer or business associate.

When you answer the call, you will hear the prompt "Privacy Manager. Press 1 to continue." (Please press 1 within three seconds.) By pressing 1, Privacy Manager knows that you, not your voice mail or answering machine, picked up the phone. After pressing 1, you will hear the message "Call from …," followed by the recorded name, without the caller knowing that you answered the phone.

You will hear: "To accept the call, press 1. To deny the call, press 2. To play the sales call refusal to the caller, press 3."

Press:

1. **Accept Call: You will hear the message "Now connecting," followed by a beep. You will now be able to talk to the caller.**

2. **Reject Call: You will hear the message "Call denied," and you will be disconnected from Privacy Manager. Callers will hear a "Still trying" message followed by a message that says, "The person you are calling is not available. Thank you." They will be unaware that you answered the phone and refused the call.**

3. **SalesScreener: You will hear the message "The sales call refusal will be played to the caller," and you will be disconnected from Privacy Manager. The caller will hear the message "Attention! The person you are calling does not accept phone solicitations. Please add this person's name and telephone number to your 'do not call' list."**

If you press nothing and just hang up, callers will continue to hear the "Still trying" message periodically until they hang up.

If Your Voice Mail or Answering System Answers the Call

Privacy Manager plays the first prompt "Privacy Manager. Press 1 to continue." When there's no response, the caller will hear the message "Now connecting to an answering system," followed by a beep. The caller hears the beep and is connected to your voice mail or answering machine. He or she can then leave a message.

Important Information for Business Customers with Answering Machines or Voice Mail Not Provided by an AT&T Company

Your greeting:

It takes 10 to 12 seconds for Privacy Manager to connect a caller to your non-AT&T voice mail or answering machine. So, if you want your callers to hear any of your greeting on your answering system, it must be more than 12 seconds long. However, if you have AT&T Voice Mail, your callers will not experience the 10- to 12-second delay and will hear your entire greeting.

Here are some suggested greetings to help you make that 12-second message. If you use one of these suggested greetings, the only part of the greeting your callers should hear is your phone number at the end:

• "Hello. You've reached the Jones Company. We are not able to answer your call now, but please leave a message after the tone and we will get back to you. The number you are calling is …"

If you prefer not to use your company name, you could repeat the phone number. For example:

• "Hello. The number you are calling is … We are not able to answer your call now, but please leave a message after the tone and we will get back to you. The number you are calling is …"

How it Works For Your Business

Privacy Manager works with Caller ID to screen all of your incoming calls. It intercepts any inbound call that does not show a name or phone number on your Caller ID screen, so calls that are not important to your business can be easily avoided.

When Privacy Manager Intercepts a Call From an Unidentified Party

The caller is asked to record his or her name and hears the following message: "The number you are calling has Privacy Manager, a Caller ID service, and your number is not identified. At the tone, say your name or the company you represent, and your call will be completed."

Callers who record their names hear the following message: "Please hold while your call is completed." Privacy Manager then places the call to your number.

If callers do not identify themselves, Privacy Manager will:

• Disconnect callers with the announcement "The system is unable to record your name. The person you are calling does not accept calls from unknown or blocked numbers. Please hang up now."

• Not forward these calls to your phone. You never hear your phone ring or know they called.

NOTE: Callers are charged for their call, regardless of whether you accept their call or they record their name.

Helpful Hints For Using Privacy Manager

Privacy Manager will intercept calls from clients, customers, friends, family, international callers and cellular callers who would normally appear as unidentified on your Caller ID display. To help them quickly navigate the prompts, we recommend that you educate them about the addition of Privacy Manager to your line. Let them know that if they press # when they hear the Privacy Manager prompt, record their name and press # again, their call will be connected without having to listen to all of the instructions. With the new PIN enhancement, you can create your own PIN number, which you can give to selected callers so they can bypass the Privacy Manager system. See page 3 for details.

When Clients and Customers Call with Cellular Calls
Unidentified cellular callers may be intercepted by Privacy Manager. In most instances, these callers can call their cellular company to unblock their cellular number. This allows their calls to be identified and bypass Privacy Manager.

With Per-Line Blocking
Callers who subscribe to per-line blocking will be intercepted by Privacy Manager. Pressing { * }{ 8 }{ 2 } prior to placing their call unblocks their number and allows their call to bypass Privacy Manager.

With Caller ID Displays
Do not try to dial the Privacy Manager number yourself. It does not accept incoming calls.

With Call Waiting
If you have Call Waiting on your business phone system and you receive an unidentified call while you are on the phone, Privacy Manager will still screen the call. You will hear the standard Call Waiting tone. After you press the receiver button to switch to the second call, you will hear the Privacy Manager greeting and then be able to select an option from the menu. To return to your first call, press the receiver button again.

With Wait&See®
If you have Wait&See (a Call Waiting service that allows you to see who's calling before you answer the Call Waiting call), incoming Call Waiting calls will display "Privacy Manager" on your phone system's Caller ID unit, as long as you have a Wait&See-compatible phone or display unit.

With *69 and Call Screening
Do not use *69 (Automatic Callback) and Call Screening when the last incoming call was from Privacy Manager. The Privacy Manager number does not accept incoming calls. Privacy Manager is compatible with other AT&T Call Management Services, as well as voice mail and answering systems, but not with Multi-Ring Service.

With Non-AT&T Voice Mail and Answering Machine Greetings
Since it takes Privacy Manager 12 seconds to connect the caller to your answering machine or non-AT&T voice mail, your phone system's greeting must be longer than 12 seconds in order for your callers to hear part of your greeting.

With Operator Services, Such as Collect Calls and Calling Cards
If you have clients or customers who frequently call you collect, please recommend that they use 1-800-522-2020 or a major provider's automated collect calling service to ensure their call will not be screened by Privacy Manager. If they use another automated service provider, their call may be intercepted by Privacy Manager. If this happens, a live operator can complete the call by following the Privacy Manager prompts. Privacy Manager may also intercept some calling card calls. However, these callers will be able to record their name to complete the call.

Now, your friends, family and business contacts calling long distance from a cellular phone or from a pay phone don't have to go through the inconvenience of announcing themselves to Privacy Manager before being put through. After activating your PIN, just give the number to your most frequent callers. You'll always know when an incoming call is from one of your PIN-number holders. Either from a distinctive ring or, if you're on the phone, from your Caller ID.

What Do Your Callers Hear?

If You Have Voice Mail
1. Pick up the handset and press { * }{ 6 }{ 7 } (*67 will block your Caller ID information from appearing, at no charge).

2. After hearing the interrupted dial tone, call your own phone number.

3. After you record the name of your company (this is what your unidentified callers will be asked to do), your name will be forwarded to your voice mail box.

4. The portion of the greeting you hear will be exactly what your callers will hear.

If You Have an Answering Machine or Do Not Use Any Answering System on Your Business Phone
1. Go to a different phone from your own.

2. Pick up the handset and press { * }{ 6 }{ 7 } (*67 will block your Caller ID information from appearing, at no charge) before calling your own phone number.

3. After you record your company's name, your call will either be answered by someone at your business or answered by your answering system.

4. If answered by your answering system, the portion of the greeting you hear will be exactly what your callers will hear.

How to Use the PIN Enhancement

Privacy Manager service reduces interruptions by intercepting calls from unwanted callers. At the same time, it may also block some calls from people you want to hear from, such as business associates, customers, friends and family – especially when those calls are long distance or made from a cellular or pay phone.

This PIN enhancement allows you to give these frequent callers a Personal Identification Number (PIN) that will bypass Privacy Manager. When those callers encounter the Privacy Manager announcement, they enter the PIN you provide and your phone will ring with a distinctive pattern; or, if you're on the phone, your display will show "PIN Privacy Mgr." Those calls can also follow any call-forwarding scenarios you may have in place. The PIN enhancement is now a standard feature of Privacy Manager, and you will have the choice of whether or not to use it. There is no additional charge to use this enhancement.

How to Choose Your PIN

1. From the phone number where you have Privacy Manager installed, call 1-888-774-5212.

You Will Hear

1. "Welcome to Privacy Manager PIN setup system. Your personal PIN must be 2, 3 or 4 digits in length. Please enter your personal PIN now, followed by the pound key { # }. To deactivate your personal PIN, press nine followed by the pound key { # }."

2. You will be asked to verify the personal PIN you have selected by re-entering it.

3. Activation, deactivation and changes to the PIN will be updated in the system within one hour.

4. You will not need to know your old PIN to change it – your changes will be secure, since you will be calling from your own line that has Privacy Manager service. You will not be able to make changes to your PIN from any other phone.

5. Please stay on the line until you hear the announcement indicating that your PIN was changed successfully.

How to Use Your PIN

1. Provide your PIN to anyone you wish to talk to who may encounter Privacy Manager.

2. Instruct them to enter the PIN as soon as they hear the Privacy Manager announcement.

3. If the caller waits too long to enter their PIN and hears the prompt to record their name, the call progresses as if the PIN were not used. The caller did not enter the PIN soon enough for the system to recognize it.

4. You may change your PIN whenever you like, but don't forget to alert your frequent callers of your new PIN.

Service Requirements

Privacy Manager requires that your business also subscribe to Caller ID with Name. Caller ID with Name requires a phone system with a display unit or specially equipped telephones, sold separately.

NOTE: Privacy Manager is not available in all areas.

The AT&T family of companies is in the business of providing you with a range of products and services, designed to make your business communications as efficient and convenient as possible. Privacy Manager is just one of the popular services available to you.

For more information contact your AT&T Representative or visit us at www.att.com/business.